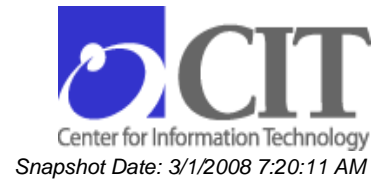


Customer Service Report for ASB

For the period: Friday, February 01, 2008 12:00:00 AM to Friday, February 29, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
Accounts											
Deactivate/Close	1	0	0	0	0	1	0	0	0	0	0
Application Support											
OS/NOS/FDCC	0	1	0	0	0	0	0	1	0	0	18
ASR											
Colocation-OFF	0	0	0	1	0	1	0	0	0	0	0
Colocation-ON	0	2	0	7	0	5	0	0	4	0	0
Other	0	0	0	15	0	2	0	0	13	0	0
Unix	0	0	0	14	0	0	0	0	14	0	0
Connectivity											
General Info	0	1	0	0	0	1	0	0	0	0	0
General Information											
Inquiry	2	1	0	0	0	0	0	0	3	0	9
Hardware											
Desktop/Config/Setup	0	1	0	0	0	0	0	1	0	0	10
Printers/Troubleshoot	0	1	0	0	0	0	0	1	0	0	21
OS/390											
Batch/JCL	0	1	0	0	0	0	0	0	1	0	0
Other Software	1	0	0	0	0	1	0	0	0	0	0
Printer/VPS	0	0	0	18	0	0	0	0	18	0	0
Grand Total:	4	8	0	55	0	11	0	3	53	0	1

Total Tickets Closed:	56
Total Tickets Assigned/Pending/Checked Out:	11
Total Tickets Created:	67